

gratitude*



Winchester
District
Memorial
Hospital



Fundraising for Excellence.
Dundas Manor Long-Term Care Home
Winchester District Memorial Hospital

grat·i·tude

/ˈgræd_t(y)oʊd/

noun

1. the quality of being thankful; readiness to show appreciation for and to return kindness.

OUR 2021 REPORT TO THE COMMUNITY



Filled with Gratitude

It's a simple word with so much meaning. Gratitude speaks to thanks and appreciation – and the feeling we all get when communities come together to care for one another.

This *Report to the Community* celebrates gratitude – for healthcare and front-line workers, families and caregivers, supportive communities, volunteers, and generous donors. While COVID-19 took over all our lives this past year, it also shone a light on acts of kindness and caring. Let's applaud that!

Every member of the teams at WDMH and Dundas Manor has been committed to keeping our patients, residents, community, and each other safe. We are very proud of the results.

Our very generous communities have rallied around us – sometimes literally with drive-by salutes. We have received so many positive messages, donations, and ongoing gifts of food and treats. We are humbled and grateful for the support.

We know that even as the vaccines allow us to return to some sort of normal, many people are still suffering. We have much more work to do. And we will do it together.

This photo on this year's report cover represents joy and gratitude. And it gives us hope for brighter times ahead. Meet Dundas Manor residents Rejeanne Bernier and Garry Gainer who are out for a ride on the Bradlee three-wheel bike. Staff member Victoria Cotnam is doing the pedalling. It's a small slice of normal life within a pandemic and it sums up the special care provided at Dundas Manor and Winchester District Memorial Hospital every day. For that, we are all grateful.

Once again this year, we are pleased to present a joint update for **Winchester District Memorial Hospital**, the **WDMH Auxiliary**, **Dundas Manor Long-Term Care Home** and the **WDMH Foundation**. Rounding out our 'campus of care' are health and community partners in the **Community Care Building** and the **Dillabough Building**.

COVID-19 has dominated the past year. But we want to share other news from the past twelve months as well. **Happy reading!**



Extraordinary Times. Extraordinary People.

WDMH's Commitment Statement speaks to One Team. This past year, our team has pulled together to respond – sometimes daily – to the many pandemic directives ordered by government. Infection control protocols and education were enhanced. Screening stations were set up. Outpatient and non-essential surgeries were impacted. And we continue to support our colleagues at retirement and long-term care homes.

In partnership with the Eastern Ontario Health Unit, WDMH set up, and continues to staff, the COVID-19 Testing Centre in Winchester – sometimes receiving more than 1,000 calls per day. The Centre has expanded to also serve as a Vaccination Clinic for high-risk populations and as an Assessment Centre for certain respiratory conditions.

In addition to our regular work, WDMH has cared for COVID-19 patients and welcomed other patients transferred from city hospitals. More than 95% of WDMH staff and physicians have chosen to receive both doses of the COVID-19 vaccine. WDMH was one of only two hospitals in the region where staff members volunteered to go and work in impacted city hospitals. A true 'one team' spirit.

Despite the impact of the pandemic, other work has continued as well. Quality and patient safety remain our #1 priority. Successes include low re-admission rates, a new video to assist pre-operative patients, post-discharge phone calls in Complex Continuing Care, Pharmacy Accreditation, and continued research to improve patient care. We are also proud of our high patient satisfaction rates.

WDMH is proud to be partnering with the Trillium Gift of Life Network (TGLN) to save more lives through organ and tissue donation. To date, more than two dozen referrals have taken place, resulting in two successful eye donors.

We have welcomed new staff and physicians throughout the year, including a Geriatrician



and a Respiratory Therapist. And we have continued to teach students throughout the hospital.

Collaboration with health and community partners has been more important than ever. WDMH is helping to develop the Upper Canada/Cornwall and Area Ontario Health Team.

Even through our masks, WDMH spirit shines through Recreation Committee events, our Commitment Awards, and a socially distanced Long-term Service Awards celebration. We also give back to our community through initiatives such as the Christmas Angel program.

When we speak of gratitude, we must express sincere appreciation to the amazing WDMH team – close to 1,000 staff, physicians,

volunteers, and trainees. When COVID-19 arrived, this team got to work, and we are so proud of them.

With gratitude,
James & Cholly



James Pitruniak
Board Chair



Cholly Boland
CEO



See You Soon!



As a founding partner of WDMH, the Auxiliary loves volunteering for our local hospital - even when we can't actually be there due to the pandemic. This past year, our team has remained strong, working diligently behind the scenes. The Auxiliary Board has been meeting regularly and many projects are

underway. These include a new bursary program for local high school graduates, fundraising for medical equipment for Diagnostic Imaging, and even the Gift Shoppe selling items online.

This year, the Auxiliary will donate \$50,000 toward the purchase of a new Trophon sterilization machine and transvaginal probes in Diagnostic Imaging, as well as funds for an Anti-Abduction Security System for our Family Birthing Unit.

We look forward to seeing you soon!

Debbie & Elinor



Debbie DeCooman

Co-Chair
WDMH Auxiliary

Elinor Jordan

Co-Chair
WDMH Auxiliary

We're Here for You



WDMH is a full-service hospital caring for our local communities from childbirth to care for seniors. We are a hub site for cancer care, dialysis and cataract surgery and offer specialty clinics with visiting specialists. **Speak with your family doctor about receiving care close to home at WDMH.**

Emergency Our ER is open 24 hours a day, seven days a week.

Diagnostic Imaging

- Bone Mineral Density
- CT Scans
- Mammography (Digital)
- Ontario Breast Screening Program (Regional Program)
- Ultrasound
- X-Ray

Cancer Care

- Breast Care Program
- Cancer Coach
- Chemotherapy (Regional Program)
- Imaging
- Breast and Colorectal Surgery
- Sentinel Node Biopsies

Cardiac Services

- ECG
- Echocardiography
- Holter Monitoring
- Stress Treadmill

Complex Continuing Care

Dialysis (Regional Program)

Inpatient Services

Laboratory

- WDMH – Specialized Tests
- Dynacare Blood & Medical Test Lab

Obstetrics – Full-service care including 24/7 pain management provided by obstetricians, family medicine obstetrics and midwives.

Ophthalmology – Eye care services including cataract surgery.

Specialty Clinics & Programs

- Cardiology
- Clinical Nutrition
- Deprescribing
- Diabetic Education (Regional Program)
- Dialysis (Regional Program)
- Ear, Nose & Throat
- Endocrinology
- General Medicine
- Infectious Diseases

- Low Vision
- Nephrology
- Neurology
- Occupational Therapy
- Physiotherapy & Cardiac Rehabilitation
- Psycho-Geriatrics (Regional Program)
- Pulmonary Function Testing
- Respiratory Therapy
- Restorative Care
- Rheumatology
- Sleep Lab
- Urology

Surgery

- Bowel
- Colonoscopy
- Cystoscopy
- Ear, Nose & Throat
- Gallbladder
- General
- Gynecology
- Hernia Repair
- Plastics, including reconstruction surgeries
- Urology

Telemedicine – Many of WDMH's programs and clinics are offered via telemedicine such as Infectious Diseases, Mental Health, Oncology, Pain Clinic and Respiriology.

Community Partners On-Site

- Bayshore Home Care Solutions
- Eastern Ontario Health Unit
- Home & Community Care
- Job Zone d'Emploi
- Mental Health & Addictions Services
- Ministry of Transportation Seniors Driving Education
- North Dundas Medical Clinic
- Ontario Early Years Centre
- Ontario Works
- Robillard Hearing Centre
- Summers Physiotherapy and Gym

Welcome Advice

Over the past year, WDMH's Patient and Family Engagement Committee (PFEC) has continued to meet by Zoom. Much discussion has centred around WDMH's COVID-19 planning. But the committee has also looked at other hospital initiatives, including patient and promotional materials, data and policy reviews, patient surveys, and research projects. They have also participated on virtual interview panels and hospital committees.

To ensure our patients are at the centre of everything we do, we need to hear from them. Thank you for your insight!

Roger & Nathalie



Roger Pharand
PFEC Co-Chair



Nathalie Boudreau
PFEC Co-Chair



Committed Leaders

We are also grateful to the WDMH Board of Directors. These community volunteers provide strategic leadership for WDMH and a link to our local communities. Thank you to the 2020/2021 Board of Directors:

- James Pitruniak, Board Chair
- Bruce Millar, Vice Chair
- Renée Belhumeur, Treasurer
- Mike Villeneuve, Past Chair
- Holly Brown, Chair, Quality Committee
- Elise Guest
- Michelle Perry
- John Trickett
- Shawn Sutton
- Marieke vanNoppen
- David Wattie
- Dr. Brian Devin, Chief of Staff
- Dr. Mary Naciuk, President, Medical Staff
- Debbie DeCooman & Elinor Jordan, Co-Chairs, WDMH Auxiliary
- Peter Krajcovic, WDMH Foundation Board Chair
- Nathalie Boudreau, Vice President, Clinical Services & Chief Nursing Executive
- Cholly Boland, CEO

In June 2021, Marieke vanNoppen, Elise Guest, and Shawn Sutton retired from the Board with our appreciation. Welcome to Annik Blanchard, Eric Stevens, Jennifer Milburn, and Steven Densham who have joined the Board.

BY THE NUMBERS 2020-2021



Our Team

Staff	377
Appointed Staff (Physicians, Dentists & Midwives)	247
Volunteers	148

Caring for You

EMERGENCY VISITS	19,554
SURGERY:	
Inpatient Procedures	271
Day Surgery Procedures	3,792
BIRTHS	728
DIAGNOSTIC IMAGING PROCEDURES	32,945
CANCER CARE:	
Mammograms	1,605
Cancer Care Visits	2,542
Colonoscopies	1,290
OUTPATIENT VISITS	11,638

Revenue

Global funding	37,682,666	84%
Patient services funding	4,959,695	11%
Other revenue	2,317,604	5%
TOTAL	44,959,965	100%

Expenses

Salaries and benefits	23,475,364	53%
Medical staff remuneration	5,494,977	12%
Supplies and drugs	14,923,016	33%
Other	974,361	2%
TOTAL	44,867,718	100%



Finding Joy

Finding joy. That has been our goal throughout the past year – each and every day. Despite the pandemic, life continues at Dundas Manor and our efforts to make it a special home for our residents continue.

There is no doubt that keeping COVID-19 out of our home has been the priority. We are proud to have remained virus-free for our residents, families, and staff. We are so grateful to our amazing team - as well as the support we received from our health partners and our neighbours at WDMH. Ongoing testing and stringent precautions remain in place, including frequent rapid antigen testing for staff and essential caregivers. We are so proud that 100% of our staff have now been vaccinated.

But we have other things to celebrate as well. Ongoing staff education continues as do preparations for our 2022 Accreditation survey. We are proud of our annual survey results, with a 97% satisfaction rate from residents and families.

Our Commitment Statement speaks to happiness and joy. Every day, creative and fun activities keep our residents busy. This past year, those plans included more virtual calls and visits to keep our residents and families connected. It's so nice that weekly outdoor BBQs on the patio are happening again.

We wish Associate Director of Care Marj Milne all the best in her retirement and are pleased that Chelsea vanMoorsel will transition into this role. Registered Nurse Lijun Genier has joined us as Clinical Care Coordinator. And Registered Practical Nurse Dara Ferguson is taking on additional duties, leading our infection control efforts. We also celebrate all our Personal Support Workers and Resident Aides who continue to support and provide excellent care and services to our residents around the clock.



We can't look back on the past year without saying thank you to our local communities for your incredible support. We felt you rallying around us in a circle of love and encouragement.

At Dundas Manor, we end each of our Facebook posts with two hearts in green and

blue. They express our love for our residents and our local communities. We feel that love every day at Dundas Manor.

Bill & Susan

Bill Smirle
Board Chair

Susan Poirier
Administrator



Our New Home

On March 13th, 2020, the COVID-19 pandemic was just beginning, and we had no idea what lie ahead. In fact, we spent the day celebrating the official announcement that a new Dundas Manor would be built. Talk about gratitude!

Planning for the new home has continued over the past year – with some understandable slowdowns due to COVID-19. But our excitement about a new, transformed home and welcoming thirty additional residents has only grown.

Just imagine the new space in our brand new home. Rooms with four people will be eliminated. Hallways will be widened. There will be new dining and gathering areas. Windows will be larger, and every resident will have one. And there will be air conditioning and other upgrades to meet current safety and infection control measures.

The planning also includes a fundraising campaign led by the WDMH Foundation. We are looking forward to working with the community to raise the funds needed to make this long-awaited dream a reality.

Together, we will create a new home, while still preserving the cozy, country feel that Dundas Manor is known for. *Happiness and joy!*



A Great Team

Volunteers are an amazing part of the Dundas Manor team. This includes the community volunteers who share their time and expertise as members of the Board of Directors. Thank you to our 2020/2021 Board of Directors:

Bill Smirle, Chair

Lisa Little, Vice Chair

Mike Barclay, Treasurer

Jim Annable

Dan Byvelds

Jan Clapp

Tracy Crowder

Eldon Horner

Blair MacPherson

Peter Sorby

Doug Thompson

Cholly Boland, CEO

In June 2021, Lisa Little became Chair, Bill Smirle became Past Chair, and Jim Annable became Vice Chair.



BY THE NUMBERS 2020-2021

Revenue	\$8,122,269	Staff	132
Expenses	\$7,628,561	Physicians	8
		Nurse Practitioners	1

Silver Linings

One way to show gratitude is through acts of kindness. At the WDMH Foundation, we see that every day. In the past year, much has changed, but one thing has stayed the same. Our donors continue to make an incredible difference. And we can't say thank you enough.

At the Foundation, we have chosen to focus on the silver linings – and there are many. We have witnessed the staff and physicians at WDMH and Dundas Manor providing incredible care under impossible circumstances. It is a true team effort.

We consider our donors as part of that team too. The outpouring of generosity is one of the most incredible silver linings of the past year. To see our local communities rally together and support front-line workers has been nothing short of awe-inspiring. We hope you enjoy reading about the impact in the next few pages.

Another silver lining of the past year has been our growing relationship with Dundas Manor. Our work on the fundraising campaign for the new home has continued throughout the year – despite the pandemic. We have a great team developing materials that will most definitely inspire potential donors. If we didn't know it before, we certainly know now that Dundas Manor is a very special place.

During the pandemic, we have missed meeting with donors in person. But you have found other ways to reach out, to connect, and to keep supporting WDMH and Dundas Manor. For this, we are very grateful.

Let's all focus on the silver linings and stay safe.

Peter & Kristen

Peter Krajcovic
Board Chair

Kristen Casselman
Managing Director



Fundraising for Excellence.
Dundas Manor Long-Term Care Home
Winchester District Memorial Hospital



“ We have witnessed the staff and physicians at WDMH and Dundas Manor providing incredible care under impossible circumstances. It is a true team effort.”

The Right Tools

Because of our donors, the Foundation has been able to provide Winchester District Memorial Hospital with \$330,277, allowing the hospital to purchase 29 pieces of equipment over the last year, and do a major upgrade to WDMH's wireless network.

But those numbers do not tell the whole story. COVID-19 delayed some of the hospital's requests to the Foundation for medical equipment purchases. In the past two months alone, the Foundation has already funded 8 pieces of equipment, totaling close to \$150,000. And we are ready to do even more in the coming year.

Every piece of equipment makes a difference. For example, the new portable ultrasound machine in the Emergency Department produces images that are much clearer and more detailed, resulting in faster diagnosis. "It's the best I've seen – a Cadillac," says Emergency physician Dr. Adam Jones-Delcorde. "When a patient is critically ill, we can see the cause such as a collapsed lung or a ruptured aortic aneurysm. Or I can use the machine to find gallstones, kidney stones, or blood clots. From there, our colleagues in radiology and cardiology can do further investigation."

Many people do not realize that the government does not pay for medical equipment. We are so grateful for our community's support.



Dr. Jones-Delcorde with the new portable ultrasound machine

Portable Ultrasound Machine

Emergency Department
\$13,204.94

Blanker Warmer
Chemotherapy
\$9,957.11

Ventilator
Emergency Department
\$40,155.37

Bladderscan
Medical Surgical Unit
\$15,991.64

25 Commodes
Various Units
\$4,192.94

Wireless Network Upgrade \$193,410.11



Growing Together

Lynne's Club was created in honour of **Lynne Wilson**, a previous Foundation Managing Director who passed away in June 2006. The monthly giving program builds upon Lynne's love of gardening with members from Seed to Flower levels, offering different donor benefits at each one. Since 2011, this program has raised \$392,337.50!

There are currently 166 active members, and we are grateful to each of them.

Flower Members

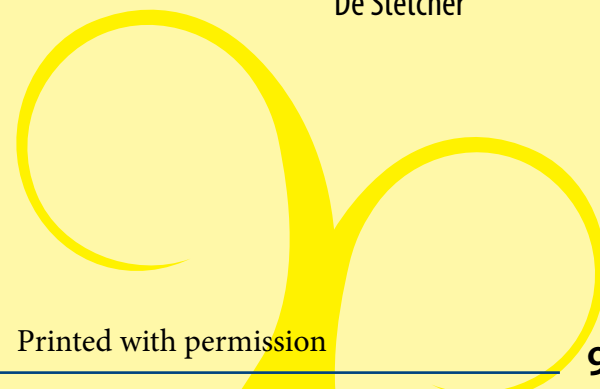
Lyle & Gloria Byers
Chris & Pam Moran
Michelle Renaud
Dr. Chuck Su
Stan & Betty
Vanden Bosch
The Boland Family

Sunshine Members

Jane Adams
Colleen B. Brock
Leslie & Mike Bumbaco
Dr. Wayne & Jane Domanko
Mr. & Mrs. Gord Fetterly
KBD Transportation
Mike McInnis
Kelly & Cindy Peters
M. Quinton
Robert & Patricia Stewart
Thibert Printing Inc.
Karen Thompson
Jeff & Lianne Tibben
Terry Triskle & Sabina De Stetcher

Warmth Members

Kristen Casselman
Mr. & Mrs. George & Margaret Countryman
Mohamed G
Dwayne Holmes
Jack Mackler





A Virtual Celebration

This year, the Judy Lannin Christmas Wish Tree tree-lighting ceremony went virtual. But the connection to our community remained strong. Our thanks to harpist Rhiannon Beckstead for her beautiful music at the event and to our many Wish Tree donors and sponsors.

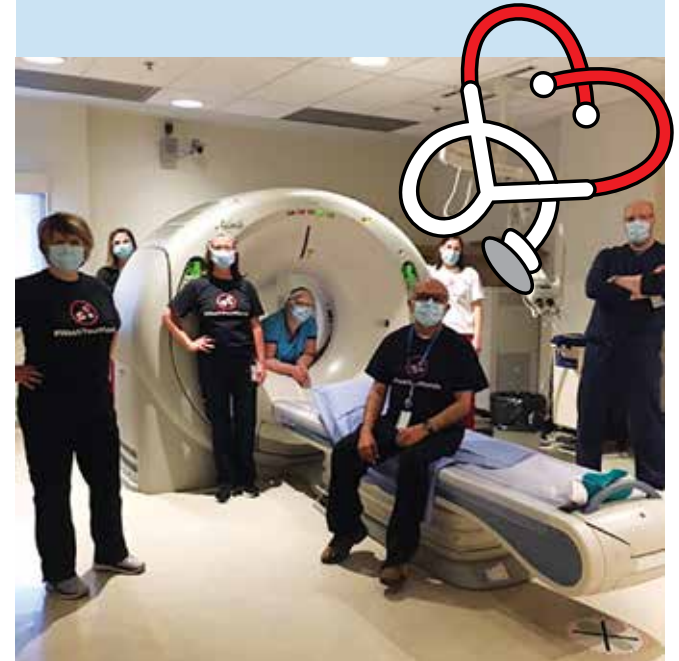
There were 466 gifts to honour family and friends, resulting in close to \$57,090 for the Foundation's Family Care Fund. What a wonderful festive tradition!



Honouring Our Heroes

We all know about the incredible care that WDMH staff have been providing during the pandemic. Grateful patients do too. Their donations, accompanied by positive comments and thank you letters, mean so much to the WDMH team.

Through our Honour Your Caregiver Program, 56 tributes were received, totaling more than \$12,000. Each honoree receives a special recognition pin.



Making An Impact



Planned gifts, such as bequests, shares, or life insurance, can impact health care for many years to come. The Foundation was

honoured and touched to receive 25 planned gifts this past year, totaling almost \$3.6 million.

We are so grateful that WDMH was the charity of choice for these legacy gifts.



Out and About

We are one team – including you! And we are so grateful to the many individuals, businesses, and organizations who organize fundraising events to support WDMH. From birthday fundraisers to smile cookies, everyone had fun. And while there were fewer events this past year due to the pandemic, the final tally surpassed the year before.

In all, there were 16 events, raising \$81,099.39. Thank you!



BY THE NUMBERS 2020-2021

Revenue

Signature Events	\$490.00
Third Party Events	\$81,099.00
Direct Mail	\$221,219.00
Other Donations	\$4,247,266.00
Investments	\$2,081.00
Other Revenue	\$35,807.00
Total Revenue	\$4,587,962.00

Expenses

Salaries and Benefits	\$286,176.00
Signature Events	\$ -
Third Party Events	\$1,417.00
Direct Mail	\$50,062.00
Software and Maintenance	\$16,514.00
Office Supplies	\$13,033.00
Donor Relations	\$3,400.00
Other	\$237,559.00
Total Expenses	\$608,161.00



Fundraising for Excellence.
Dundas Manor Long-Term Care Home
Winchester District Memorial Hospital

Community Leaders

Thank you to our 2020/2021 Board of Directors for your time and talent. We are so grateful for these committed community volunteers who guide our work.

Peter Krajcovic, Chair

Christine Chevalier, Vice-Chair

Bruce Millar, Treasurer

Tina Asselin

Wayne Burns

Laura Fletcher

Tod King

Stephen McClellan

Jose van Herpt

James Pitruniak, Chair,
WDMH Board of Directors

Bill Smirle, Chair, RHI Board of Directors

Cholly Boland, CEO,
WDMH and Dundas Manor

Debbie DeCooman & Elinor Jordan,
Co-Chairs, WDMH Auxiliary



A Million Reasons to Smile

Lois and Dale Keyes don't look at all like Santa and Mrs. Claus. But they delivered the most wonderful present to WDMH and our patients just before Christmas last year. The Keyes donated one million dollars toward the purchase of a new CT Scanner.

"We are very thankful and feel very blessed to be able to do this for our community at this time in our lives. We are so fortunate to have this great facility in our rural community," they said.

At the presentation, Dale recalled his stay at WDMH when he was just seven years old: "I broke my leg and I stayed for a month and a half. I still remember being well cared for by the doctors and nurses – especially Mrs. Malloy. Those memories last."

We are so fortunate to have generous community members like Lois and Dale supporting health care close to home. Thank you so much on behalf of our current and future patients.

Our Commitment

Together with current and future donors who - like us - value excellence in local health care, we work to inspire and support their investments of time and financial gifts.

We work hard to ensure that our donors trust us, feel our gratitude, are well-informed, and enjoy positive giving experiences. In all things, our donors are #1.

We value accountability, transparency, integrity - and celebrating our donors' achievements and successes along the way.

gratitude

Let's Keep In Touch!

Winchester District Memorial Hospital & Auxiliary

566 Louise Street, Winchester, Ontario K0C 2K0

613-774-2422

info@wdmh.on.ca

www.wdmh.on.ca

Dundas Manor

533 Clarence Street, Winchester, Ontario K0C 2K0

613-774-2293

info@dundasmanor.ca

www.dundasmanor.ca

WDMH Foundation

566 Louise Street, Winchester, Ontario K0C 2K0

613-774-2422 ext. 6162

foundation@wdmh.on.ca

www.wdmhfoundation.ca

Join us on social media too!



grat·i·tude

/'grade_t(y)ood/

noun

1. the quality of being thankful; readiness to show appreciation for and to return kindness.



Want to Learn More?

If you'd like to keep up-to-date on what is happening with local health care, sign up for one of our e-newsletters – *CONNECT* for WDMH and *Because of You* for the Foundation. All the news will be delivered right to your inbox.

Visit www.wdmh.on.ca and www.wdmhfoundation.ca and click on the front page icons to sign up.

